

MBTA Commuter Rail Safety and Resiliency Program

Haverhill Line Outage FAQ

Why are there service interruptions on the Haverhill Line?

The MBTA is installing new signal system upgrades called Automatic Train Control (ATC) as part of Positive Train Control (PTC), a federally mandated safety control system that monitors a train's location, direction, and speed in real time and reduces speed when needed to help prevent collisions.

Why does my shuttle bus go to the Orange Line instead of North Station?

The shuttle bus route is designed to minimize travel time to North Station.

What fare will I need to pay?

Commuter Rail passengers boarding at Haverhill, Bradford, Lawrence, Andover, Ballardvale, and Anderson/Woburn will pay the normal commuter rail fare. Shuttle bus service is provided at no cost to Commuter Rail customers.

Passengers who board the Orange Line at North Station and transfer to a shuttle, or who board a shuttle and then transfer to the Orange Line, will pay subway fare with a Zone 1A pass or a Charlie Card.

What other transportation alternatives are available for my commute?

In addition to the scheduled bus shuttles, the MBTA recommends passengers use the 137 bus, available near the following stations:

Reading: Reading Depot

Wakefield: Main Street @ Water Street

Greenwood: Main Street @ Walton Place or Main Street @ Oak Street

Melrose Highlands: Main Street @ W Highland Ave

Cedar Park: Main Street @ W Emerson Street or Main Street @ Essex Street

Wyoming Hill: Main Street @ W Wyoming Ave

For a full list of the 137 bus stops and locations please visit

www.mbta.com/schedules/137

Are the shuttle buses accessible?

All shuttle buses are ADA accessible.

Are bikes allowed on the shuttle buses?

Bikes are not allowed on the shuttle buses.

Thank you in advance for your cooperation. We appreciate your patience as the MBTA takes this important step in making the railways safer for customers with the implementation of the PTC program.

Should you have any questions please feel free to contact the PTC program at 617-721-7506 or PTCProgram@mbta.com.

